

## Consumer Satisfaction Survey

### What is the purpose of the Consumer Satisfaction Survey?

The purpose of the Consumer Satisfaction Survey is to find out about the experiences of consumers receiving Medicaid Home and Community Based Services (HCBS). These services may be delivered through the Community Choices Waiver, the Adult Day Health Care Waiver or the Long-Term Personal Care Services program.

### What kind of questions does the Survey ask?

The survey asks questions across many areas, including:

- Entry to services
- Service planning and delivery
- Health
- Safety
- People and Social Connections
- Work/Day Supports
- Housing
- Rights, Responsibilities and Risk

### How are the Surveys conducted?

The surveys are conducted by an interviewer in the participant's home or at an OAAS local office if the participant chooses not to have the interview in their home. All of the participants who might be interviewed will be mailed a postcard about the survey inviting them to participate. Interviewers then call the participants to ask for permission to come into their homes to do the interview. The results of the survey are then entered into a data system by the interviewers for use by OAAS.